

**SUPPORT SERVICES  
AGREEMENT AMONG  
THE TRICARE MANAGEMENT ACTIVITY  
THE DEFENSE FINANCE AND ACCOUNTING SERVICE  
THE UNITED STATES COAST GUARD  
THE PUBLIC HEALTH SERVICE  
AND  
THE DEFENSE MANPOWER DATA CENTER**

1. **INTRODUCTION.** This agreement establishes the terms under which the TRICARE Management Activity (TMA), the Defense Finance and Accounting Service (DFAS), the United States Coast Guard (USCG), the Public Health Service (PHS), and the Defense Manpower Data Center (DMDC) will provide eligibility and enrollment verification and/or files, withhold premiums, and provide billing information in support of the TRICARE Dental Program (TDP) and the TRICARE Retiree Dental Program (TRDP). This Support Service Agreement supercedes a similar agreement addressing the TRICARE Selected Reserve Dental Program (TSRDP) and the TRDP with final signature dated December 1, 1997.

2. **PURPOSE.** The purpose of this agreement is to assist TMA and the Uniformed Services' beneficiaries in the operation of the TDP, a statutorily mandated dental insurance program for dependents of Uniformed Service active duty members and members and dependents of the Selected Reserve and Individual Ready Reserve of the Ready Reserve; and the TRDP, a statutorily mandated dental insurance program for retired members of the Uniformed Services, their dependents and survivors. The agreement identifies each supporting activity's broad responsibilities and defines the length of time these services will be provided.

A. TDP - The purpose of this support is to give the Department of Defense the means and ability to determine eligibility for the TDP, to withhold TDP enrollee premiums from member's pay or, if no pay is available, to identify the names of the members who should be billed by the contractor for their premiums, and to report enrollment information. The TDP combines the previous Active Duty Dependents Dental Plan (marketed as the TRICARE Family Member Dental Plan or TFMDP) and the TSRDP.

B. TRDP - The purpose of this support is to give the Department of Defense the means and ability to withhold monthly TRDP enrollee premiums from pay of retirees, and if no retired pay is available, to identify those enrollees who should be billed by the contractor for their premiums.

3. **AUTHORITY.**

A. TDP - 10 USC 1076a and 32 CFR 199.13.

B. TRDP - 10 USC 1076c and 32 CFR 199.22.

#### **4. DEFINITIONS AND ACRONYMS.**

- A. AC - Active Component
- B. Contractor - A civilian company authorized to administer dental benefits for beneficiaries eligible to participate in the Department's dental programs.
- C. DFAS - Defense Finance and Accounting Service
- D. DEERS - Defense Enrollment Eligibility Reporting System
- E. DMDC - Defense Manpower Data Center
- F. USCG - United States Coast Guard
- G. DoD - Department of Defense
- H. EFT - Electronic Fund Transfer
- I. NOAA - National Oceanic and Atmospheric Administration
- J. PHS - Public Health Service
- K. RC - Reserve Component
- L. Selected Reservist - A member of the Selected Reserve of the Ready Reserve
- M. SSN - Social Security Number
- N. TDP - TRICARE Dental Program
- O. TMA - TRICARE Management Activity
- P. TFMDF - TRICARE Family Member Dental Plan
- Q. TRDP - TRICARE Retiree Dental Program
- R. TSRDP - TRICARE Selected Reserve Dental Program

**5. DESCRIPTION OF SERVICES TO BE PROVIDED.** Attachment 1 is the anticipated schedule of activities associated with design, implementation, start-up and support of the TDP. Attachment 2 is a description of the finance file layouts and communication protocols for both the TDP and the TRDP.

##### **A. DMDC.**

1. TDP - DMDC will operate an on-line eligibility and enrollment interface with the TDP contractor in accordance with the DEERS/Dental Interface Operational Description and the External Interface Specification for X12 - Dental. By the 25<sup>th</sup> of every month, DMDC will forward an enrollment report to both TMA and the contractor. This report will be of sufficient detail so TMA can validate the Government's portion of the premium.

2. TRDP - DMDC has no supporting role for the TRDP under this agreement.

##### **B. DFAS/USCG/PHS.**

###### **1. TDP.**

a. Active Component (AC) Pay Processing. - By the 1<sup>st</sup> of each month (other than the 1<sup>st</sup> month of processing), the TDP contractor will provide DFAS, USCG and PHS the TDP Premium Deduction File (Attachment 2, Enclosure C) electronically containing the previous month's enrollment starts to begin premium deductions together with changes in the amount of the premiums and stop-premium transactions for members already enrolled, as appropriate. By the 8<sup>th</sup> of the month in which the file was received, DFAS, USCG and PHS will each prepare files of "no matches", i.e., rejects for whatever reason, (Attachment 2, Enclosure D) and send it to the TDP

contractor for the contractor to bill and collect. By the 26<sup>th</sup> of the month, DFAS, USCG and PHS will each process the electronic file against their AC pay systems in the month in which the file was received and withhold premiums for those active duty members who have pay available. No partial premiums will be withheld. By the 26<sup>th</sup> of the month in which the file was received, DFAS, USCG and PHS will each forward a file identifying the deductions and no deductions (Attachment 2, Enclosure E) to the TDP contractor for all enrollees in their pay systems. By the 1<sup>st</sup> of the month following the month in which the file was received, DFAS, USCG and PHS will each forward, by electronic fund transfer (EFT), all premiums collected for the previous month to the contractor's financial institution. DFAS, USCG and PHS premium collection for enrolled active duty members will continue in the pay systems until changed or stopped by the contractor. Monthly files from the TDP contractor will contain only records to start a premium deduction, to increase or decrease a premium deduction, and to stop a deduction.

b. Reserve Component (RC) Pay Processing. By the 1<sup>st</sup> of each month, the TDP contractor will provide DFAS and USCG the TDP Premium Deduction File (Attachment 2, Enclosure C) electronically containing records for all RC enrollees for which premiums are to be deducted. By the 25<sup>th</sup> of the month in which the file was received, DFAS and USCG will each prepare files of "no matches", i.e., rejects for whatever reason, (Attachment 2, Enclosure D) and send it to the TDP contractor for the contractor to bill and collect. By the last day of the month, DFAS and USCG will each process the electronic file against their RC pay systems in the month in which the file was received and withhold premiums for those Reserve/Guard members who have pay available. No partial premiums will be withheld. By the last day of the month in which the file was received, DFAS and USCG will each forward a file identifying the deductions and no deductions (Attachment 2, Enclosure E) to the TDP contractor for all enrollees in their pay systems. By the 1<sup>st</sup> of the month following the month in which the file was received, DFAS and USCG will each forward, by EFT, all premiums collected for the previous month to the contractor's financial institution. Unlike the AC processing described at section 5.b.1.a., above, and the TRDP processing at section 5.b.2., below, monthly RC files from the TDP contractor will contain records of all enrollees.

2. TRDP - By the 10<sup>th</sup> of each month, the TRDP contractor will provide DFAS, USCG and PHS the TRDP Premium Deduction File (Attachment 2, Enclosure C) electronically containing the previous month's enrollment starts to begin premium deductions together with changes in amount of premiums and stop-premium transactions for members already enrolled, as appropriate. DFAS, USCG and PHS will each process the electronic file against their retired pay systems in the month in which the file was received and withhold premiums for those retirees who have pay available. No partial premium payments will be withheld. By the 26<sup>th</sup> of the month in which the file was received, DFAS, USCG and PHS will each prepare files of "no matches", i.e., rejects for whatever reason, (Attachment 2, Enclosure D) and send it to the TRDP contractor for the contractor to bill and collect. By the 28<sup>th</sup> of the month in which the file was received, DFAS, USCG and PHS will each forward a file identifying the deductions and no deductions (Attachment 2, Enclosure E) to the TRDP contractor for all enrollees in their pay systems. By the 1<sup>st</sup> of the month following the month in which the file was received, DFAS, USCG and PHS will each forward, by EFT, all premiums collected for the previous month to the contractor's financial institution. DFAS, USCG and PHS premium collection for enrolled retirees will continue in the pay systems until

changed or stopped by the contractor. Monthly files from the TRDP contractor will contain only records to start a premium deduction, to increase or decrease a premium deduction, and to stop a deduction.

**6. TERMS OF AND TERMINATION OF THE AGREEMENT.** This agreement is effective as of the last date of approval of the parties to the agreement, including events that have transpired since July 1, 1999. This agreement ends on September 30, 2000, except that it automatically will be renewed for successive one (1) year periods unless TMA, DFAS, USCG, PHS or DMDC give written notice of intention not to renew at least ninety (90) days before the end of the current period. The agreement may be terminated at any time by one (1) party giving written notice to the other parties. The termination shall be effective ninety (90) days after the date of that notice or at a later date as specified in the notice. This agreement may be modified at any time by a written modification agreed upon by all parties.

**7. CONFIDENTIALITY OF RECORDS.**

Access to the data supporting the TDP and the TRDP will be restricted to only those authorized agency and contractor employees and officials who need it to perform their official duties in connection with the intended use of the data.

The data will be processed under the immediate supervision and control of authorized personnel in a manner which will protect the confidentiality of the data in such a way that unauthorized persons cannot retrieve the data by means of a computer, remote terminal, or other means.

All personnel who will have access to the data will be advised of the confidential nature of the information and the sanctions for noncompliance contained in the Privacy Act and applicable agency regulations.

TMA, DMDC, USCG, PHS, and DFAS agree that the data obtained from the contractor's enrollment file and the DEERS file will not be used for any purpose other than supporting the TDP and the TRDP.

TMA, DMDC, USCG, PHS, and DFAS agree that any information regarding eligibility, enrollment, and premium collection status will not be shared/disseminated outside DoD without written authority of the cognizant agency's Privacy Act official.

**8. PROJECT SCHEDULE:**

A. TDP - Attachment 1 is the anticipated schedule of activities associated with design, implementation, start-up and support of the initiative. As of the date of approval of this agreement, the anticipated start date of dental care delivery is February 1, 2001, although all parties have significant responsibilities prior to this date in support of the phased-out dental contracts and the phase-in of the new enrollment and finance interfaces.

B. TRDP - Implemented in 1998, all phase-in activities for the current TRDP contractor have been completed. Due to the elimination of DMDC's previous "pass-through" role for file transfers and

implementation of direct file transfers between the contractor and DFAS, USCG and PHS, a brief test period is required to verify readiness of all parties. The testing will be conducted no later than one (1) month before the change to the direct file transfer mode, anticipated to be no later than the end of November 1999. The testing will be conducted according to a mutually agreeable schedule to be determined.

9. **RESPONSIBLE COMPONENTS.** Points of contact for questions are:

- A. TMA for TDP, Lt Col Brian W. Grassi, 303-676-3496; TMA for TRDP, Ms. Linda Winter, 303-676-3682
- B. DFAS, Ms. Ann Cook, 703-607-5059.
- C. USCG, Ms. Marguerite Thornton, 785-357-3657.
- D. DMDC, Ms. Kathy Elliott, 831-583-2400, x4343.
- E. PHS, CAPT Paul Henderson, 301-443-7758.

10. **APPROVAL.** The authorized officials whose signatures appear below have committed their organizations to the terms of this agreement.

**FOR THE TRICARE MANAGEMENT ACTIVITY**

\_\_\_\_\_  
original signed Date: 9/13/99  
Thomas F. Carrato  
Rear Admiral, United States Public Health Service  
Chief Operating Officer

**FOR THE DEFENSE FINANCE AND ACCOUNTING SERVICE**

\_\_\_\_\_  
original signed Date: 11/4/99  
Gregory P. Bitz  
Director for Finance  
Defense Finance and Accounting Service

**FOR THE DEFENSE MANPOWER DATA CENTER**

\_\_\_\_\_  
original signed Date: 11/16/99  
Ginger Bassett  
Chief, DEERS Division  
Defense Manpower Data Center

**FOR THE UNITED STATES COAST GUARD**

\_\_\_\_\_  
original signed  
F. L. Ames  
Rear Admiral, United States Coast Guard  
Assistant Commandant for Human Resources

Date: : \_\_\_\_\_ 10/7/99

**FOR THE UNITED STATES PUBLIC HEALTH SERVICE**

\_\_\_\_\_  
original signed  
R. Michael Davidson  
Rear Admiral, United States Public Health Service  
Director, Division of Commissioned Personnel

Date: : \_\_\_\_\_ 9/26/99

Attachment:  
Finance File Layouts & Communication Protocols

## **FINANCE FILE LAYOUTS AND COMMUNICATION PROTOCOLS**

|             |  |
|-------------|--|
| Enclosure A | Header Record                          |
| Enclosure B | Trailer Record                         |
| Enclosure C | TDP/TRDP Premium Deduction File Layout |
| Enclosure D | "No Match" File                        |
| Enclosure E | Deduction and No Deduction File        |
| Enclosure F | Communication Protocol                 |

**Enclosure A**  
**Header Record**

| START POSITION | LENGTH | FIELD NAME     | DESCRIPTION |
|----------------|--------|----------------|-------------|
| 1              | 1      | Record ID      | "H"         |
| 2              | 8      | Date Submitted | YYYYMMDD    |
| 10             | 91     | Spaces         |             |

Note: Header record shall be used for all files.



**Enclosure B**

**Trailer Record**

| START POSITION | LENGTH | FIELD NAME    | DESCRIPTION  |
|----------------|--------|---------------|--|
| 1              | 1      | Record ID     | "S"  |
| 2              | 7      | Total Records | Total number of records submitted (right justify and do not count header or summary records) |
| 9              | 92     | Spaces        |  |

Note: Trailer record shall be used for all files.

## Enclosure C

### TRDP Premium Deduction File Layout

(From Contractor to DFAS, USCG and PHS)

| START POSITION | LENGTH | FIELD NAME                           | DESCRIPTION  |
|----------------|--------|--------------------------------------|--|
| 1              | 2      | Filler                               | Spaces   |
| 3              | 9      | Social Security #                    | Member's SSN - Numeric   |
| 12             | 1      | Filler                               | Space  |
| 13             | 1      | Member Status<br>(Service Component) | "A"=active component,<br>"G"=Guard, "V"=Reserves,<br>"R"=retired   |
| 14             | 1      | Branch of Service<br>(DoD Component) | "A"=Army, "F"=Air Force,<br>"M"=Marine Corps, "N"=Navy,<br>"C"=Coast Guard, "O"=NOAA,<br>"H"=Public Health Service   |
| 15             | 5      | Short Name                           | First 5 letters of member's<br>last name (Note 1)  |
| 20             | 1      | Filler                               | Space  |
| 21             | 15     | Last Name                            | Member's last name   |
| 36             | 7      | First Name/Middle<br>Initial         | Member's first name and<br>middle initial (Note 2)   |
| 43             | 1      | Transaction Code                     | For active component and<br>retired pay - "1"=start<br>deduction, "2"=stop,<br>"3"&"4"=change. (Leave<br>blank for Reserve/Guard.)<br>(Note 3)                           |
| 44             | 6      | Filler                               | Spaces   |
| 50             | 8      | Effective Date                       | Month of deduction from<br>member's pay. Use first<br>day of month in YYYYMMDD<br>format. (Always the first<br>day of the month of receipt<br>from contractor.) (Note 4) |
| 58             | 8      | Discontinue Date                     | YYYYMMDD format, same as<br>effective date for<br>Reserve/Guard YYYYMMDD<br>format, last deduction date<br>for active component and<br>retiree (Note 5)                  |
| 66             | 6      | Amount                               | Monthly deduction amount<br>(Zero fill to the left.)<br>(Note 6)   |
| 72             | 6      | Original Amount                      | For active component and<br>retiree. (Leave blank for<br>Reserve/Guard.) (Note 7)  |
| 78             | 5      | Filler                               | Spaces   |
| 83             | 1      | Purpose Code                         | For active component and<br>retiree. (Leave blank for<br>Reserve/Guard.) (Note 8).   |
| 84             | 17     | Account Number                       | For active component and   |

|  |  |  |   |
|--|--|--|---|
|  |  |  | retiree. (Leave blank for Reserve/Guard.) (Note 9). |
|--|--|--|---|

Note 1. If member's last name is three or less letters, skip one space, and fill remaining spaces with first letters from the member's first name. If last name is four letters, leave remaining space blank. No embedded special characters are to be used.

Note 2. A space should separate the name and initial. If the first name is more than five characters, use only the first name. No punctuation is allowed.

Note 3. Transaction is 1 for new start; 2 for stop, 3 to increase a monthly deduction, or 4 to decrease a monthly deduction.

Note 4. For Reserve, Effective Date is the first day of the month a deduction would have been made. The entire date (YYYYMMDD, e.g., 19990501) is shown. For retiree and active component, it is the first deduction date of a new or changed transaction. It is filled in if the Transaction Code is 1, 3, or 4 (start, increase, decrease). For Transaction Code 2 (stop), it is zeros.

Note 5. Discontinue Date is filled if Transaction Code is 2, 3, or 4 (stop, increase, or decrease). For Transaction Code 1 (start), it is zeros. For Transaction Code 2 (stop), it must be the month prior to the current work month, e.g., for May 1999 work month, the date is 19990501. For Transaction Code 3 or 4 (increase or decrease), it must be the month prior to the Effective Date. For Coast Guard and Public Health Service active component, leave blank except if there is a "2" in position 43.

Note 6. For Amount, show the amount of the deduction to be started or stopped as a numeric with two (2) decimal positions implied. For starts or changes, minimum amount is one dollar (000100). For changes, it is the amount of the new deduction.

Note 7. Original Amount must be provided for transaction codes 3 and 4 (increase or decrease). For Transaction Codes 1 and 2 (start and stop), it is zeros. For Transaction Code 3 (increase), Original Amount must be less than the amount starting in position 66. For Transaction Code 4 (decrease), it is the amount starting in position 66.

Note 8. For active component, use constant "Z". For retirees, use constant "I".

Note 9. For active component and retiree, the Account Number equals retiree or active member SSN. Applies to Transaction Codes 1, 3, and 4 (start, increase, and decrease). For Transaction Code 2, it is spaces.

**Enclosure D**

**"No Match" File Layout**

(From DFAS, USCG and PHS to Contractor)

| START POSITION | LENGTH | FIELD NAME                              | DESCRIPTION   |
|----------------|--------|---|---|
| 1              | 2      | Filler                                  | Spaces  |
| 3              | 9      | Social Security #                       | Member's SSN  |
| 12             | 1      | Filler                                  | Space   |
| 13             | 5      | Short name                              | First 5 letters in the last name. (Note 1)  |
| 18             | 1      | Filler                                  | Space   |
| 19             | 8      | Effective Date                          | Effective date of month of deduction. Use first day of month. Use YYYYMMDD format. Take date from contractor file, fields 50-57. (Note 2) |
| 27             | 1      | Filler                                  | Space   |
| 28             | 1      | Reason Code                             | Reason for no match   |
| 29             | 6      | Premium Deducted                        | Zero (0) fill   |
| 35             | 1      | Branch of Service<br>(DoD Component)    | "A"=Army, "F"=Air Force,<br>"M"=Marine Corps, "N"=Navy,<br>"C"=Coast Guard, "O"=NOAA,<br>"H"=Public Health Service,<br>"R"=retired        |
| 36             | 1      | Member Status<br>(Service<br>Component) | "A"=active component,<br>"G"=Guard, "V"=Reserves,<br>blank=Coast Guard and Public<br>Health Service, "R"=retired                          |

Note 1. If member's last name is three or less letters, skip one space and fill remaining spaces with first letters from the member's first name. If last name is four letters, leave remaining space blank. No embedded special characters are to be used.

Note 2. The date represents the first day of the month for which a deduction would have been made. The entire date (YYYYMMDD) is shown.

## Enclosure E

### Deduction and No Deduction File Layout

(From DFAS, USCG and PHS to Contractor)

| START POSITION | LENGTH | FIELD NAME                        | DESCRIPTION  |
|----------------|--------|-----------------------------------|--|
| 1              | 2      | Filler                            | Spaces   |
| 3              | 9      | Social Security #                 | Member's SSN   |
| 12             | 1      | Filler                            | Space  |
| 13             | 5      | Short name                        | First 5 letters in the last name (Note 1)  |
| 18             | 1      | Filler                            | Space  |
| 19             | 8      | Effective Date                    | Effective date of month of deduction. Use first day of month. Use YYYYMMDD format. Take date from the contractor file, fields 50-57. (Note 2). |
| 27             | 1      | Filler                            | Space  |
| 28             | 1      | Reason Code                       | Reason for no deduction  |
| 29             | 6      | Premium Deducted                  | Numeric - fill from the right (\$\$\$\$CC). (Note 3).  |
| 35             | 1      | Branch of Service (DoD Component) | "A"=Army, "F"=Air Force, "M"=Marine Corps, "N"=Navy, "C"=Coast Guard, "O"=NOAA, "H"=PHS, "R"=retired   |
| 36             | 1      | Member Status (Service Component) | "A"=active component, "G"=Guard, "V"=Reserves, blank=Coast Guard and Public Health Service, "R"=retired  |

Note 1. If member's last name is three or less letters, skip one space and fill remaining spaces with first letters from the member's first name. If last name is four letters, leave remaining space blank. No embedded special characters are to be used.

Note 2. The date represents the first day of the month for which a deduction has been attempted.

Note 3. Use dollar amount deducted or zeros if there was no deduction. Fill from the right. Leave no spaces.

**Enclosure F**

**Communication Protocols**

The communication protocol DMDC and DFAS will use for the TDP/TRDP electronic file exchange is TCP/IP through the Department of Defense's DISN communication network. The communication protocol PHS will use is TCP/IP and an FTP program through the commercial communication network. The communication protocol USCG will use is IBM's Systems Network Architecture (SNA) through the commercial communication network (using an SNA switched SDLC connection).

Electronic fund transfer will be accomplished via CTX 820 X-12 format.